

Swalmen, March 19, 2024

Dear Sir/Madam,

I'm waiting on my Celsius distribution of BTC en ETH on Coinbase. I filled in everything correctly but apparently there was a problem. Of this I received an second email on Saturday, March 16, 2024 titled "Your Celsius distribution will be reattempted at Coinbase" from no-reply@cases-cr.stretto-services.com. So I had a conversation with the support of Coinbase (see attachment) and everything must be ok. Could you make sure that this case is looked at again. I would also like to know why you cannot deposit the distribution to me. All data match (see attachment). Please receive my distribution in BTC and ETH and hope that everything goes well now.

Kind regards,

Dide Helena Maria Lemmen

Sanrox46@hotmail.com



Welcome DIDE HELENA MARIA

Earn Account
Balance



\$11,985.55

Rewards



\$1,753.55

Coins

Available Coins



Bitcoin

N/A

\$9,319.68

0.180554 BTC



Ethereum

N/A

\$2,655.03

0.948077 ETH



USD Coin

N/A

\$10.24

10.244848 USDC



Tether

N/A

\$0.60

0.599752 USDT ERC20



Celsius

N/A

\$0.00

0.012500 CEL



Portfolio



Transfer



Buy



Swap



Borrow



Personal Information

Taxpayer Identification Number

National ID Number

219246774

PROFILE DETAILS



First name

DIDE HELENA MARIA

Last name

LEMMEN

Email Address

sanrox46@hotmail.com

Date of birth

5th January 1995

Gender

female

Citizenship

Netherlands

ADDRESS INFO





Personal Information

LAST NAME

LEMMEN

Email Address

sanrox46@hotmail.com

Date of birth

5th January 1995

Gender

female

Citizenship

Netherlands

ADDRESS INFO



Street address

Rijksweg Zuid 72A

City

Swalmen

ZIP / Postal Code

6071 NM

Country

Netherlands

coinbaseHELP

IndividualsBusinessesDevelopers

Due to increased support volume, wait times are longer than usual.

Dismiss

Closed

Coinbase support case

Ref. #18563959 • Mar 14

Closed

Coinbase support case

Ref. #18550871 • Mar 13

Closed

Coinbase support case

Ref. #18543232 • Mar 13

Experiencing suspicious activity?

Learn more →

Can't find what you're looking for?

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Buy & sell

Earn free crypto

Wallet

NFT

Card

Derivatives

Businesses

Help

Co

Cre

ID v

Acc

Pay

Account access

Status

Jeet

Hey, Dide Helena Maria! I'm the Coinbase Virtual Assistant.

08:13 AM

Your messages may be recorded for quality and training purposes. To comply with legal and regulatory obligations, Coinbase may collect and process your personal data. Please review our Global Privacy Policy for more details.

Type your message here

Jeet

is typing...

08:13 AM

celsius distribution

Coinbase has been selected to distribute crypto assets for Celsius customers as Celsius winds down their operations. Distributions have begun and are performed in batches. Please be patient while the distribution continues as Coinbase isn't in control of when they are distributed.

Type your message here

Jeet

is typing...

08:13 AM

Your estimated wait time is less than 1 hour

ok please

08:14 AM

I got a email Your Celsius distribution will be reattempted at Coinbase of no-reply@cases-cr.stretto-services.com

08:16 AM

Can you please check if my account is verified now and if the address and everything else

Type your message here

Jeet

is typing...

08:18 AM

the address and everything else is right?

Why is everything this difficult?

08:21 AM

Jeet entered the chat

Your support agent is ready to assist you

08:23 AM

Hello Dide, I am Jeet, Thanks for contacting Coinbase Support, Let me quickly pull your account information, In the meantime, kindly

Type your message here

Jeet

is typing...

08:23 AM

share more information about your concern.

Please stay connected as the chat gets transferred due to unresponsiveness in 7 minutes.

08:23 AM

perfect

08:24 AM

My name is Dide Helena Maria Lemmen

Type your message here

Coinbase Virtual Assistant

08:24 AM

Email address sanrox46@hotmail.com

08:24 AM

Okay, Please let me know about your concern, I'm here to help you with your issue.

08:25 AM

my street is Rijksweg Zuid 72A Postcode: 6071 NM City: Swalmen Land: The Netherlands

Type your message here

Coinbase Virtual Assistant

08:26 AM

born on 5 jan 1995

08:26 AM

What is wrong with my account that I didn't got the distribution of Celsius?

08:26 AM

Can you please check everything

08:26 AM

I hear you, thanks for the details, please allow me a moment to look into this for you.

Type your message here

Coinbase Virtual Assistant

08:27 AM

and make it right. This is the 4th chat that I've got over this issue

08:27 AM

I sent a lot of address documents

08:27 AM

I don't know what to do anymore

08:28 AM

I'm on it please stay connected.

Type your message here

Coinbase Virtual Assistant

08:32 AM

To be more specific are you facing an issue regarding your address verification?

08:32 AM

I think but I really don't know. I've already sent My ID and took a selfie

08:33 AM

I don't know what the problem is.

08:33 AM

Can you check this please.

Type your message here

Coinbase Virtual Assistant

08:34 AM

is my account fully verified?

08:34 AM

Okay, please stay connected, let me check things at my end.

08:35 AM

ok

08:37 AM

Just for the general information I would like to let you know that the Celsius Estate

Type your message here

Coinbase Virtual Assistant

08:38 AM

that the Celsius Estate has emerged from bankruptcy and Coinbase, a distribution partner for its international retail and select US creditors, have begun to distribute crypto assets (Fiat currency is not being distributed by Coinbase). Coinbase is not able to provide information on when specific customers will receive their assets from the distribution.

08:38 AM

Type your message here

Coinbase Virtual Assistant

08:39 AM

please check my account

08:39 AM

how hard can it be

08:39 AM

is everything okay?

08:39 AM

I hear you and I would like to let you know that as of now there is no restriction on your account from Coinbase end.

08:40 AM

Type your message here

Coinbase Virtual Assistant

08:42 AM

But was there a restriction?

08:40 AM

restriction?

08:41 AM

Yes there was a restriction on your account before related to your verification but as of now there is no restriction on your account.

08:42 AM

Ok I had the same message last

Type your message here

Coinbase Virtual Assistant

08:42 AM

Ok I had the same message last week

08:44 AM

Yes!

08:45 AM

I need to be checked that all is right now on your end with my account with email address sanrox46@hotmail.com

08:45 AM

It is a lot of money and I need the money

Type your message here

Coinbase Virtual Assistant

08:46 AM

Okay please stay connect, let me check things on my end once again.

08:46 AM

Thank you!

08:46 AM

Thanks for waiting patiently Dide, I have reviewed your account at my end and I would like to let you know that there are no restriction on your account from our end.

Type your message here

Coinbase Virtual Assistant

08:49 AM

account from our end now.

08:49 AM

It's been a while since your last response. Please respond to continue the conversation.

08:51 AM

ok thank you

08:53 AM

I hope we are still connected.

Type your message here

Coinbase Virtual Assistant

08:53 AM

can you sent me this conversation by email

08:53 AM

I hear you but we don't have access to it nor are we authorized to do so, but you can keep the case number mentioned below for any future references. Case Number: #18656691

08:55 AM

Type your message here

Coinbase Virtual Assistant

09:01 AM

thank you

09:01 AM

Thanks for contacting Coinbase, have a nice day Dide!

09:01 AM

Was your issue resolved?

09:01 AM

Yes

09:14 AM

How easy was it for you to get your issue

Type your message here